



Falkland Islands Government – Job Description

Job Title:	(Residential) Support Care Worker		
Department:	Health & Social Services	Section:	Community Support Services
Accountable to:	Manager		
Reports to:	On Duty Senior Staff		
Grade:	Falkland Islands Government Grade – F		

Job Purpose

To provide care services for young people and vulnerable adults in the community as part of a team working within clear policy and procedures, to actively promote the rights of young people and vulnerable adults as individuals and provide them with quality care in accordance with the policies and procedures of the home and in connection with the team. This may involve working either in a residential setting or in the community.

To assist in the provision of a safe and homely environment both individually and as part of a team, to help young people and vulnerable adults to achieve their potential by strengthening areas of weakness and developing areas of strength. This will entail the ability to work within Equal opportunities and Quality assurance framework. The ability to maintain confidentiality of client information is paramount.

To work within care and support plan guidelines, including planning in conjunction with other professional staff.

To liaise and meet with other relevant agencies and professionals, attend meetings and conferences as appropriate, ensuring that written records are kept.

To provide informal/leadership supervision and support to staff on a day to day basis including undertaking delegated responsibilities for designated tasks.

To liaise with Jersey house and Support Living Service managers, Residential Care Workers (Bank), Social Workers, Health, Education, Police, other professionals and families when required.

Main Accountabilities:

- To provide support to young people in residential care and vulnerable adults in the community, including home visits, sessions with their carers, attending education/training/employment, facilitating meetings, keyworker sessions, care planning and inter agency working.
- To work shifts and sleep-ins, acting in a leadership role for the units.
- To work within agreed policies and procedures. Participate in the regular evaluation of service. Report any service shortfall to Manager/ Director as appropriate.
- Ensure that full record keeping systems are completed on a daily basis. Participate in regular reviews, case conferences and team meetings, in conjunction with the other residential staff and others as appropriate.
- Work in a way which contributes to the health, safety, welfare and well-being of young people and vulnerable adults in the community. Act on and report any potential dangers within the service. Attempt to promote healthy lifestyle for the clients we support.
- Act as a facilitator of care for young people and vulnerable adults. Endeavour to develop a close, nurturing and therapeutic relationship with them. Act as their advocate in all aspects of care both within and outside the service.



Falkland Islands Government – Job Description

Job Title: (Residential) Support Care Worker

Main Accountabilities: *(continued)*

- Liaise with Jersey house and Supported Living service Team Leaders, residential care workers (bank) and social workers where required.
- Integrate cooking, shopping etc. into life skills programs with the young people and vulnerable adults.
- Act as a role model in ensuring all units are kept clean and tidy at all times.
- To undertake a “decision maker role” for the use of support services such as on call.
- Undertake sleep-in duties as required and on call duties.
- Participate in the organization of activities and holidays for the resident young people and vulnerable adults if required. Participate in such activities and holidays and in general recreational activities.
- Contribute to a full therapeutic service for the young people and vulnerable adults. Undertake such work within the level of own competence under supervision from Jersey House and Support Living Service management. .
- Assist in maintaining regular contact with referring agencies, social workers etc. Liaise and meet with families etc. as appropriate.
- Participate in the facilitation of good relationships with the local community aiming to integrate Jersey house and support living service, as appropriate.
- Be aware of own training needs. Be aware of relevant legislation and procedures, particularly the Children Ordinance 2014, vulnerable adults policy 2016 and the assessment and safeguarding adults ordinance 2020
- Maintain confidentiality as appropriate within policies and procedures.
- Maintain a commitment to meeting own training needs. Should have a relevant qualification in health and social care NVQ 3(or equivalent), or must be capable of working towards this qualification.

Duties

- As directed within the care and support plan, implement and/or contribute to the therapeutic residential care of children, young people and vulnerable adults. Consistently act in a way that supports their best interests and meets their needs safely.
- To assist in the personal care of children, young people and vulnerable adults as appropriate. Assist in developing self- help, social, life and independence skills as directed by the care and support plan.
- To liaise with other relevant agencies and professionals as directed.
- Contribute towards a comprehensive record keeping system in line with policies and procedures.
- Act in a way that promotes the physical, intellectual and spiritual needs of children, young people and vulnerable adults within the service. Act as a facilitator or care for children, young people and vulnerable adults. Endeavour to develop a close, nurturing and therapeutic relationship with them.
- Act as their advocate in all aspects of care, both within and outside of the service.
- Work closely with colleagues to support the education of children and young people. Support them in undertaking homework.
- Ensure an appropriate duty of care to all clients, immediately reporting (through agreed and appropriate channels) any concerns which may indicate their safety or well-being is being compromised within the service, their home or elsewhere. This may include Child Protection and adults safeguarding matters (which must be dealt with strictly according to policy).
- Consistently act in a way, which best promotes the interests and welfare of all clients, supporting them in distress and acting as an advocate to ensure their needs are met.
- Consistently act in a way that actively supports and promotes the therapeutic ethos of the service.
- Participate in the organization of activities and holidays for the clients. Participate in such activities and holidays and in general recreational activities.
- Assist in the administration of medicine as directed.



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Main Accountabilities: (<i>continued</i>)	
Health and Safety <ul style="list-style-type: none">• Maintain good practice with regard to health awareness and work within Health and Safety Policies and Procedures. Attempt to promote healthy lifestyles for the children, young people and vulnerable adults within care and support planning guidelines.• Assist in the general care of children and young people around health issues and contribute to the relevant records and reports.	
Other <ul style="list-style-type: none">• Assist in ensuring the best use of resources, including money.• Act in a way that consistently promotes and enhances the professional reputation of the service and Falkland Islands Government.	
Training and Development <ul style="list-style-type: none">• Maintain a commitment to meeting own training needs and participate in training programs as directed within a Personal Development Plan.• Attend supervision (both individual and group) as directed.	
<i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i>	
Additional Information:	
All duties should be undertaken in accordance with health and safety requirements in line with government and departmental policy and guidance. There is a requirement to participate in an out of hours/on call rota on a regular basis.	
Criminal Record Checks: This post is regarded as sensitive	
All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s). Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.	



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Person Specification:	Residential Care Worker		
Criteria	Essential	Desirable	Assessment Method
Education and Qualifications:			
NVQ Level 3 in Social Care or equivalent (or must be capable of working towards this qualification)	✓		A
Significant experience of working with children and/or adults and older people in either formal or informal settings	✓		A/I/R
Ability to work in a professional manner	✓		A/I/R
Ability to keep information confidential	✓		A/I/R
Some experience in the use of ICT packages such as Excel, Outlook and Word	✓		A/I
Good communication skills, written and oral	✓		A/I
Ability to prioritise workloads and manage time effectively	✓		A/I/R
Full driving licence	✓		A
Ability to speak a second language		✓	A
Trained in De-escalation and approved restraint techniques		✓	A/I
Experience of inter-agency, partnership and multi-disciplinary working		✓	A/I/R
ECDL		✓	A/I
Personal Attributes:			
Good interpersonal skills	✓		A/I/R
Ability to develop effective professional relationships with children and young people and their carers and/or adults	✓		A/I/R
Ability to work effectively within a team	✓		A/I/R



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Person Specification:	Residential Care Worker		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes: (continued)			
Understands and adheres to need for confidentiality	✓		A/I
Remains calm in high pressure situations	✓		A/I
Organised approach to work	✓		A/I/R

Method of assessment:

A - Application Form

I - Selection Interview

R - Reference